



CenturyLink®

Jason D. Topp
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June 2, 2022

Mr. Steven Kahl
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue, 12th Floor
Bismarck, ND 58505-0480

Re: Public Service Commission v. Qwest Corporation
Case No. PU-20-442

Dear Mr. Kahl:

Pursuant to the Commission's Findings of Fact, Conclusions of Law and Order dated August 4, 2021, enclosed please find a spreadsheet documenting our efforts to provide service during the month of May. Service has been installed for all three customers.

Please reach out to us with any questions.

Very truly yours,

Jason D. Topp

JDT/bardm

Enclosure

cc: Service List

CERTIFICATE OF SERVICE

I hereby certify that on this 2nd day of May, 2022, the foregoing CenturyLink's Timeline of Communications and an Application Requesting Trade Secret Protection of Confidential Information were served upon the following party:

Mr. Steven Kahl
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue, 12th Floor
Bismarck, ND 58505-0480

and copies sent electronically, addressed to the following:

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Dianne Barthel

CENTURYLINK'S TIMELINE OF COMMUNICATIONS
04/29/2022 - 05/31/2022

Date	Details
4/29/2022	<p>E-Mailed Miles back and advised: Thank you so much Miles for providing this information. I was unaware your CenturyLink account had not been disconnected. [REDACTED] had advised me prior to her retirement she had closed all the accounts and there was no outstanding issue as it relates to that. I will be working on getting this account credited in full and closed out like it should have been.</p>
4/29/2022	<p>Miles Gerbig account credit balance issued. [REDACTED] [REDACTED]</p>
5/2/2022	<p>After credit issued Miles Gerbig account autogenerated a non-pay restoral order. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p>
5/6/2022	<p>After the non-pay restoral order was completed I issued the disconnect order for the account. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p>
5/9/2022	<p>Reviewed Miles Gerbig account. Account is disconnected and May 6th invoice reflects a \$0.00 balance. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p>

Date	Details
5/13/2022	Requested update from Jaramiah on status of checks. Jaramiah advised the checks have been mailed to him; however, they have not been received in the mail. Once the checks are received he can then generate the checks for the Gerbigs.
5/13/2022	E-Mailed Mrs. Gerbig advising we are still awaiting on the checks to be received.
5/16/2022	Mrs. Gerbig responded to my update with the below response: Thank you for the update. Century Link certainly has taken a long time with this. I am disappointed that they are not carrying through with their original promise on how many months of cell phone and hughesnet voice services they agreed to pay for.
5/31/2022	Spoke with Kohler Communications. The [REDACTED] have finally been picked up. Miles did not pick them up, his father Gordon actually picked them up for him.
5/31/2022	Requested update from Jaramiah on status of checks. Jaramiah has not been able to confirm yet if the checks have arrived. He was on PTO last week and will not be in the office until tomorrow, 6/1/22.